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PATENT APPLICATION

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, Colorado 80527-2400

ATTORNEY DOCKET NO. 10008151-1Inventor(s): **Kristen L. Bhatti et al.**

Confirmation No.: 4871

Application No.: 09/873,741

Examiner: Thanh T. Nguyen

Filing Date: 06/04/2001

Group Art Unit: 2144

Title: METHOD AND SYSTEM FOR PROVIDING TECHNICAL SUPPORT DOCUMENTS VIA THE INTERNET

Mail Stop Amendment  
Commissioner For Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT**

Transmitted herewith is/are the following in the above-identified application:

- ☐ Response/Amendment  
☐ New fee as calculated below  
☐ No additional fee  
☒ Other Summary of Examiner Interview

- ☐ Petition to extend time to respond  
☐ Supplemental Declaration

Fee\$

CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY						
(1) FOR	(2) CLAIMS REMAINING AFTER AMENDMENT	(3) NUMBER EXTRA	(4) HIGHEST NUMBER PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	(6) RATE	(7) ADDITIONAL FEES
TOTAL CLAIMS		MINUS		= 0	X \$50	\$ 0
INDEP. CLAIMS		MINUS		= 0	X \$200	\$ 0
<input type="checkbox"/> FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM					+ \$360	\$ 0
EXTENSION FEE	<input type="checkbox"/> 1st Month \$120	<input type="checkbox"/> 2nd Month \$460	<input type="checkbox"/> 3rd Month \$1020	<input type="checkbox"/> 4th Month \$1590		\$ 0
OTHER FEES						\$
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$ 0

Charge \$ 0 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally charge any fees to Deposit Account 08-2025 under 37 CFR 1.16 through 1.21 inclusive, and any other sections in Title 37 of the Code of Federal Regulations that may regulate fees.

☐ A duplicate copy of this transmittal letter is enclosed.

I hereby certify that this paper is being  
transmitted to the Patent and Trademark Office  
facsimile number (571) 273-8300.  
Date of facsimile: 02/01/2007

Typed Name: Doreen Zabinski

Signature: Doreen Zabinski

Respectfully submitted,

Kristen L. Bhatti et al.

By Petar Kraguljac

Petar Kraguljac

Attorney/Agent for Applicant(s)

Reg No.: 38,520

Date: 02/01/2007

Telephone: (216) 348-5843

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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:	)	Examiner: Thanh T. Nguyen
Kristen L. Bhatti et al.	)	
	)	Art Unit: 2144
Serial No.: 09/873,741	)	
	)	
Filed: 06/04/2001	)	
	)	
For: Method and System For Providing	)	
Technical Support Documents Via	)	
The Internet	)	
	)	
Date of Final Office Action:	)	Attorney Docket No.:
July 26, 2006	)	10008151-1
	)	
	)	

February 1, 2007

## SUMMARY OF EXAMINER INTERVIEW

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In view of a telephone conference with Examiner Nguyen, the following Interview Summary is being submitted as part of the record.

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**CERTIFICATE OF FACSIMILE**

Date of Deposit: February 1, 2007

I hereby certify that these papers are being transmitted to The Patent and Trademark Office facsimile number (571) 273-8300 on February 1, 2007.

  
Doreen Zabinski

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Docket No. 10008151-1

Summary of Examiner Interview

On January 24, 2007, the undersigned attorney spoke with Examiner T. Nguyen by telephone regarding the status of the present application. During the conversation, Examiner Nguyen confirmed that she was preparing to issue a new non-final office action. As such, Examiner Nguyen also confirmed that the final rejection would be withdrawn and she would NOT issue a Notice of Abandonment.

A summary of the events that occurred are as follows:

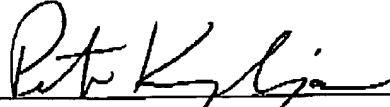
On October 19, 2006, the undersigned attorney had a telephonic interview scheduled with Examiner Nguyen and her supervisor Examiner William Vaughn. An agenda was faxed to Examiner Nguyen, which stated that the references did not support the rejections. During the phone call on October 19, 2006, a full interview was not conducted but rather, Examiners Vaughn and Nguyen agreed that the final rejection would be withdrawn since the references did not support the rejection. The Examiners also agreed that a new search and non-final office action would be issued. Since an actual interview was not conducted, an Interview Summary Record was not issued.

When no response was received by Applicant by January 2007, the undersigned attorney contacted Examiner Nguyen to discuss the status of the application and to make sure the application would not go abandoned on January 26, 2007 (the six month date from the final rejection). The parties spoke by phone on January 24, 2007 about the preceding events.

Examiner Nguyen made assurances that the application would not be abandoned and that she would not issue a notice of abandonment. Examiner Nguyen confirmed that the final rejection will be withdrawn and that she will issue a new non-final office action in February 2007.

Docket No. 10008151-1

Respectfully submitted,



PETER KRAGULJAC (Reg. No. 38,520)  
(216) 348-5843  
McDonald Hopkins LLC  
600 Superior Avenue, E.  
Suite 2100  
Cleveland, OH 44114